

FORMAL LETTER 2

You should look at the notice on the next page and study the information carefully to write your letter.

Several upgrading works will be taking place simultaneously in your estate in the coming weeks. Send a letter of complaint to the Milford Town Council about the upgrading works.

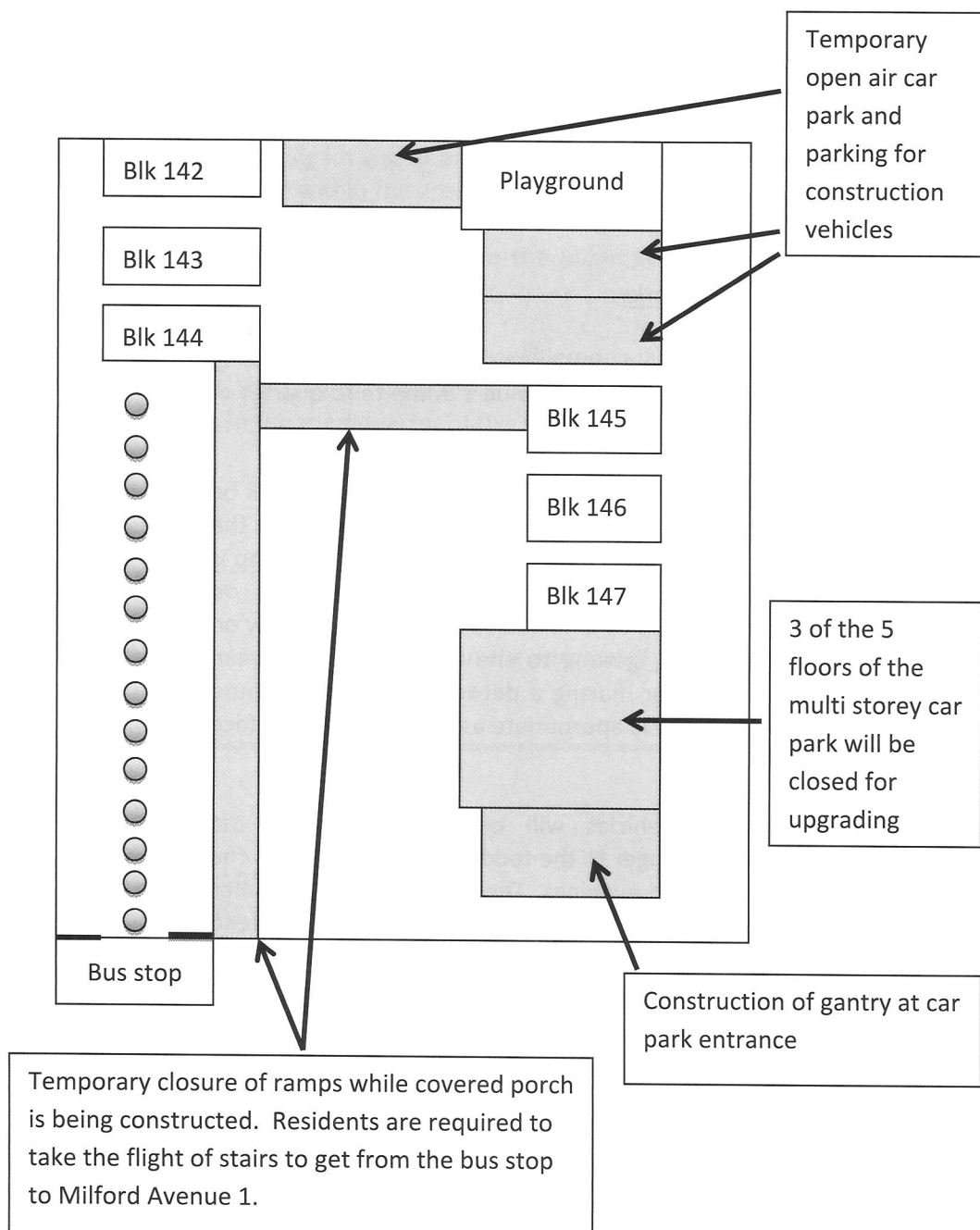
Send a letter to the chairman of Milford Town Council stating:

- two reasons you are displeased with the upgrading works using the information in the notice
- your suggestions on how the upgrading works should be carried out
- why your suggestions should be adopted

Write your letter in clear, accurate English and in a sincere and formal tone to express your complaints to the town council.

You should use your own words as much as possible.

The following upgrading works will take place between the third quarter of 2015 to the fourth quarter of 2016.



● Step

Block 143 Milford Avenue 1
#18-167
Singapore 341167

18 April 2015

The Chairman
Milford Town Council
Block 88A Milford Street
#01-180
Singapore 881181

Dear Sir/Madam

Dangers caused by upgrading works

I am writing this letter to complain about the dangers of the upgrading works that will be carried out at Milford Avenue 1 in the third quarter of this year.

Firstly, the **ramp** leading from the bus stop to Milford Avenue 1 will be closed, leaving residents with only the long row of steps to get from the bus stop to the blocks of flats. This is highly inconvenient as the ramp is essential for many residents. There are many elderly residents on wheelchairs as well as young couples with babies in strollers who rely on the ramps. Without the ramps, getting to the bus stop would mean taking the long flight of steps or making a **detour** by taking the route nearer the car park. Neither way is appropriate as the residents will face great difficulty moving around.

Secondly, the construction vehicles will be parked next to the playground. This poses great danger to the toddlers who often go to the playground in the mornings and evenings. These are exactly the times when workers would be arriving or leaving the **premises**. Toddlers tend to wander off and many young children often play along the **periphery** of the playground. With heavy vehicles around, the chances of an accident are higher. Furthermore, fumes from the vehicles will also pollute the air.

I would suggest that the heavy vehicles be parked behind blocks 145-147 and the multi-storey car park instead. In this way, the dangers the children who frequent the playground might face will be greatly reduced.

Although I appreciate the construction of a covered porch, I feel that the ramp should not be closed for such a long period of time. Priority could be given to the construction of the porch so that it will be completed as

Paragraph Topic

Paragraph 1

Introduction: Purpose of the letter

Paragraph 2

Problems when the ramp is closed

Paragraph 3

Problems with the parking lot for the construction vehicles

Paragraph 4

Where the heavy vehicle parking lot should be located

Paragraph 5

When the ramp should be closed

soon as possible, allowing the ramp to then be open for public use. Building the porch **concurrently** with the other two upgrading works might slow it down, causing the ramp to be closed to the public for longer periods of time.

Since the upgrading works have not yet begun, I feel consideration can be given to my suggestions. Although the upgrading works will benefit the residents tremendously and the inconvenience caused during the upgrading process is only a temporary one, the dangers and inconvenience caused during the construction process can be avoided. Moving the heavy vehicle parking lot elsewhere is not a challenging task. The vehicles will still be parked within the area but they will not become obstacles or pose dangers to the residents who are moving about. Ensuring that the ramp does not stay closed to the public for a long period is also a **plausible** task.

I hope that my suggestions will be taken into consideration and more changes will be made to the way the upgrading works are carried out before work **commences** in the third quarter of this year.

Yours faithfully
Angus Choo (Mr)

Paragraph 6

Reasons the suggestions are valid

Paragraph 7

Conclusion: Restate the purpose of the letter

Comments

In the introduction, the writer is clear about the purpose of the letter and gets straight to the point.

Vocabulary

1. **ramp**: a slope connecting two places
2. **detour**: a longer route when going from one place to another
3. **premises**: referring to the place where a building is
4. **periphery**: the edge
5. **concurrently**: at the same time
6. **plausible**: likely to be successful
7. **commences**: starts

Word Use

When writing a letter of complaint, it is important to get straight to the point. There are different ways to express this.

- *I am writing this letter to complain about*
- *I am writing to convey my unhappiness about*
- *I wish to express my dissatisfaction about*
- *I wish to draw your attention to*